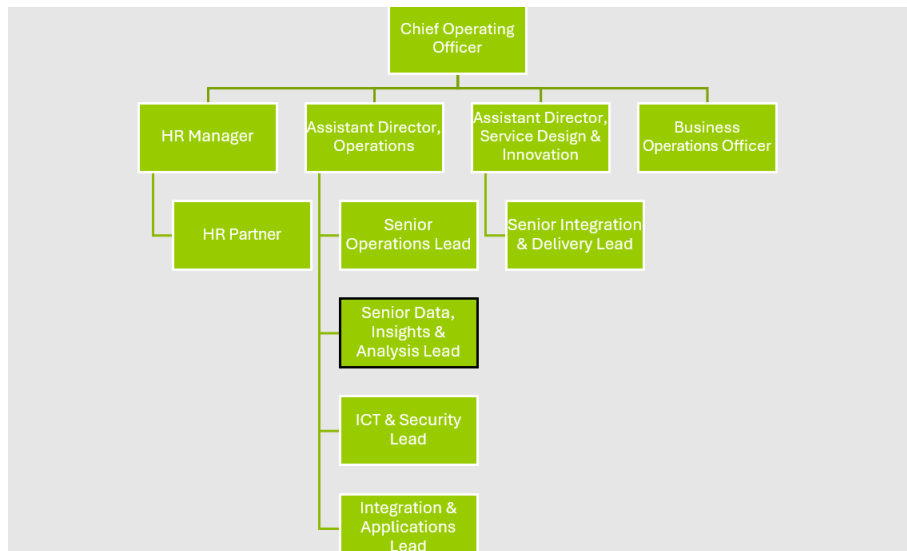


Position Description

Position:	Senior Data, Insights & Analysis Lead
Reports to:	Assistant Director, Operations
Employment Type:	Maximum-Term, 2 years
Purpose:	The Senior Data, Insights & Analysis Lead provides organisation-wide leadership in data, reporting, analytics and business insights. The role is responsible for establishing and continuously improving data practices, reporting frameworks and analytical capabilities that support operational performance, strategic decision-making, advocacy, service delivery and organisational impact. Operating with a high degree of autonomy, the role provides expert advice to management, influencing organisational priorities and drives the adoption of data-informed decision-making across Consumer Action.
Direct reports:	0
Indirect reports:	0
Scope	The Senior Data, Insights & Analysis Lead is Consumer Action's lead specialist for data, reporting, analytics, and organisational insights. Operating with a high degree of autonomy and under limited direction, the role is responsible for ensuring the organisation's data, reporting, and analytics capabilities support operational performance, strategic decision-making, service delivery, advocacy outcomes, funder requirements, and impact measurement. The role provides expert advice and leads the development and continuous improvement of data governance, reporting frameworks and analytical practices that support informed decision-making, organisational performance and continuous improvement. Through trusted insights and analysis, the position identifies opportunities to strengthen systems, processes and organisational capability. Working collaboratively across the organisation and with external partners, the role leads and contributes to significant data, reporting and system improvement initiatives, including Consumer Action's data transformation program. While the position has no direct reports, it influences outcomes through specialist expertise, project leadership, stakeholder engagement, and the development of effective data and reporting practices across the organisation.

Organisational Chart



Key Responsibilities

- Lead the development, delivery and continuous improvement of Consumer Action's reporting, analytics, business intelligence and data management capabilities to support organisational performance, strategic decision-making and impact.
- Provide expert advice, analysis and insights to management and stakeholders on organisational performance, service trends, risks, opportunities and emerging issues, translating complex information into practical recommendations.
- Establish, implement and continuously improve data governance, quality assurance, reporting standards, policies and procedures that support secure, accurate and trusted use of organisational data.
- Lead and coordinate data, reporting and system improvement initiatives, including organisational transformation projects, system implementations, integrations, automation and process improvement activities.
- Design, develop and maintain dashboards, reports, data models and analytical tools that meet organisational, regulatory, funding and operational requirements.
- Build organisational capability in data literacy and evidence-informed decision-making through stakeholder engagement, training, coaching and collaboration with internal stakeholders and external partners.

Qualifications & Experience

- Relevant qualifications in data analytics, information systems, business or a related discipline, or equivalent professional experience (mandatory).
- Extensive senior-level experience delivering reporting, analytics, data quality or data improvement work in complex service environments (mandatory).
- Experience working in legal assistance, financial counselling, advocacy, community services or another purpose-led environment (highly regarded).

Key Selection Criteria

1. Advanced capability in Power BI, including data modelling, Power Query, DAX, dashboard design and deployment practices, together with experience using Power Automate, Power Apps or similar low-code technologies to improve business processes.
2. Demonstrated ability to develop, maintain and improve reporting, analytics and dashboard solutions that support operational, strategic and reporting requirements.
3. Experience supporting data and technology improvement initiatives, including requirements gathering, testing, implementation, documentation and user adoption activities.
4. Demonstrated understanding of data quality, governance and stewardship practices, including the ability to establish controls, identify issues and promote trustworthy use of organisational data.
5. Strong analytical and problem-solving skills with the ability to translate complex information into practical insights, recommendations and clear communications for a range of audiences.
6. Well-developed stakeholder engagement and collaboration skills, with the ability to build capability, collaborate, influence outcomes and work effectively with both technical and non-technical colleagues.
7. Demonstrated commitment to public interest, social justice and respectful engagement with people experiencing vulnerability and disadvantage.

About Consumer Action Law Centre

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.

About the Operations Team

The Operations Team enables Consumer Action's people, systems and processes to perform at their best. Guided by Consumer Action's new strategy, the team is delivering an ambitious program of organisational improvement focused on strengthening data, technology, reporting and operational capability. Through a range of transformation projects and continuous improvement initiatives, the team is building the foundations needed to support the organisation's next phase of growth, innovation and impact. Working alongside colleagues across the organisation and external specialist partners, the team is focused on creating more effective, connected and data-informed ways of working that help Consumer Action better serve the Victorian community.